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Final Report

Bangladesh: Floods

 International Federation
of Red Cross and Red Crescent Societies

Emergency appeal n° MDRBD014
GLIDE n° [FL-2014-000117-BGD](#)
Final report
31 January 2016

Reporting period: 5 September 2014 to 5 August 2015

Summary of the Emergency Appeal:



**Bangladesh Red
Crescent Society
(BDRCS)**



121,375
people assisted



2,206,628
CHF in operation
budget



8
National Societies
involved in the
operation

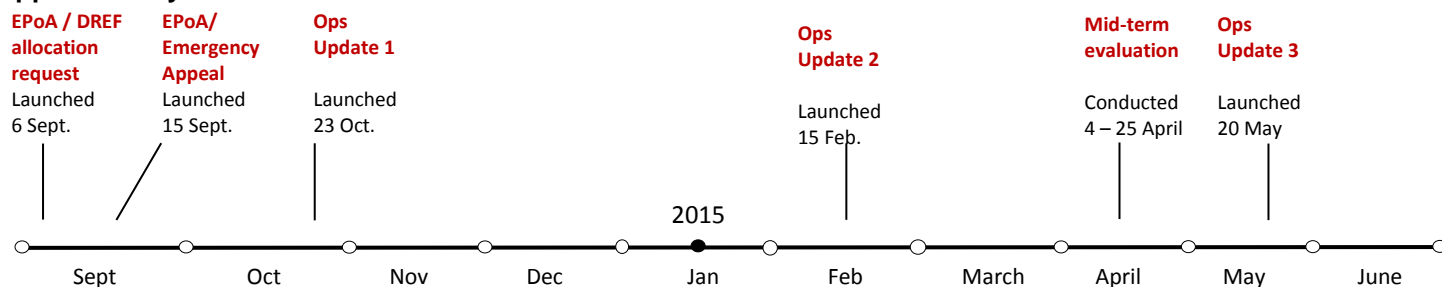


1,438,255
CHF total expenditure



Cash for work to improve the road conditions in flood affected communities in Shirajganj district

Appeal history



The Emergency Plan of Action (EPoA) was developed together with the Disaster Relief Emergency Fund (DREF) allocation request and was later revised and launched with the Emergency Appeal nine days after the DREF request. The operations updates (Ops Updates) were all launched with some delay. However, several meetings were held with

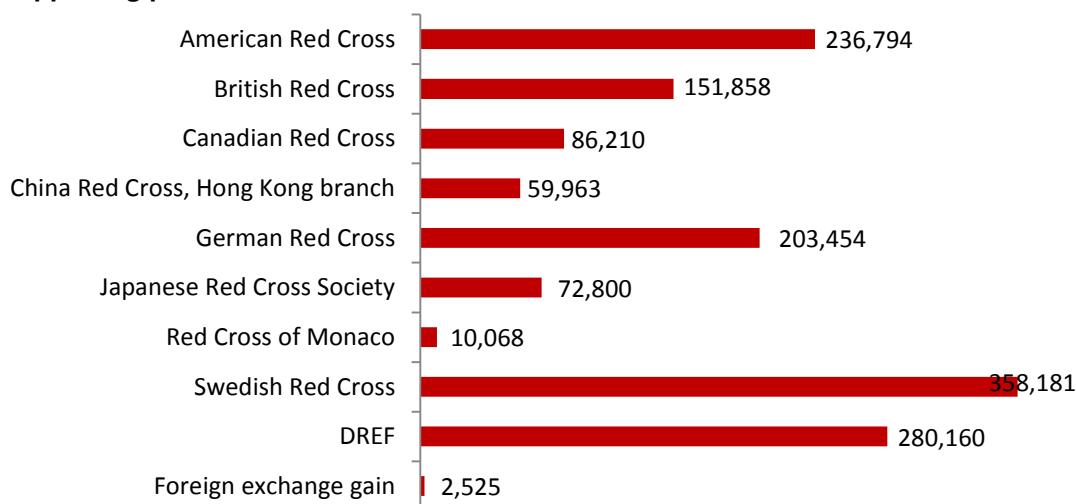
in-country partners, as explained more in detail in the section “Overview of Red Cross Red Crescent Movement in country” in this report, to compensate for the late launching of operations updates and keep partners informed about the progress of the operation.

Appeal coverage



The appeal coverage (including DREF allocation) was only 66 per cent, of which 30 per cent was non-earmarked while 70 per cent of the funding was earmarked for certain activities. In addition, majority of the earmarked funds had to be spent within a set time frame. This imposed limited flexibility in allocating funds as required by the operational priorities. Both the low funding and the earmarking of funds were two main challenges in the operation. The expenditure rate of the Emergency Appeal was 94 per cent of the total income.

Supporting partners



DREF allocation was instrumental in enabling BDRCS to carry out the early relief actions. The unspent balance of CHF 23,758 will be returned to the DREF. Swedish Red Cross was the main donor to the appeal and stood for 24% of the income. Other main donors to the appeal were the American Red Cross and German Red Cross, contributing with 19% and 14% respectively to the overall funding.

People reached



In spite of the above mentioned challenges, BDRCS, with the support of the International Federation of Red Cross and Red Crescent Societies (IFRC), had provided assistance exceeding the target number of people. The main reason for this increase was the efforts to adjust the operation to the evolving needs on the ground. The water treatment kits that were installed supported more people with safe drinking water than the initial target. Similar the mobile medical teams also served 600 more families compare to the initial target. There was also an increase of 600 target people for the livelihood and disaster risk reduction (DRR) sector (cash for work, conditional cash grant and DRR training). BDRCS was able to manage the budget according to the available funding as well as the saving made through reducing the planned package as per recommendations from the Food Security Cluster and other agencies, including the cash working group.

A. Situation analysis

Description of the disaster

Bangladesh saw several rounds of flooding, starting from mid-August 2014. Heavy rains in the main river basins and upstream catchments of India, along with continuous rainfall in northwest and north-eastern parts of Bangladesh caused a continuously worsening flooding situation in low-lying districts, particularly those clustered around the north-west (Lalmonirhat, Kurigram, Nilphamari, Rangpur, Gaibandha, Bogra, Serajganj, Jamalpur, and Sherpur). This was followed by heavy rain induced flooding in Sunamganj, Sylhet and Netrokona in the North-east of the country and,

later on, in districts in the centre of the country (Munshiganj, Tangail, Faridpur, Manikganj, Rajbari). The districts in the South (Bhola, Patuakhali, Barguna) had experienced floods since July, while districts like Feni and Chittagong had been waterlogged around the same time for several days due to heavy rains.

As per government reports, more than half a million families (2.8 million people) were affected, with 57,000 families (275,000 people) displaced. The affected include more than 33,000 families (160,000 people) whose homes were totally inundated or destroyed. The flooding of 2014 has been described as the worst event hitting the country since the 'mega floods' in 2007. The recovery needs became significant as the flood waters damaged crops and farmland and disrupted farming practices and labour opportunities.

In September 2014, additional flooding hit several districts in the country and affected 400,000 more people that prolonged the sufferings of the people already affected by floods in August 2014. Flash floods triggered by heavy rain and water from upstream hill areas across the border inundated vast areas in Bogra and Kurigram districts, while Jamalpur town protection embankment developed breach under pressure of rainwater. The heavy currents of flash floods gushing from Meghalaya of India caused rapid inundation of Netrokona district. Widespread flooding has also hit Lalmonirhat, Gaibandha, Naogaon, Brahmanbaria, and Mymensing leaving hundreds of thousands marooned, damaging houses, roads and embankments. Farmers who had replanted Aman paddy after the water started receding lost their crops for the second time as more than 10,000 acres of crops were inundated. More than 600 schools in the affected districts were closed for several weeks following the flooding.

A large number of hand tube-wells were contaminated by flood waters, forcing the affected population to seek alternative water sources. Shortage of safe drinking water was a pressing concern, and so was the lack of latrines in the spontaneous settlements. Many latrines were washed away and inadequate sanitation facilities caused many to openly defecate, hence contaminating pond water and increasing the risks of spread of water-borne illness. There had been increased cases of diarrhoea, skin and eye infections and pneumonia as was reported in Disaster Management Information Centre (DMIC) situation report dated 4 September 2014. Shelter was a concern for most of the assessed unions. Government figures report a total of 18,884 houses being fully damaged and 54,208 houses being partially damaged in the 9 districts covered by the JNA. Overall, close to 34,000 houses were destroyed and close to 200,000 damaged.

Apart from the flooding event, a Nor'wester lashed several districts across the country from 4 to 6 April 2015 that killed 42 people, injured 266 and affected additional 96,777 HHs (621,664 people). A total of 21 districts¹ were affected by the spell of Nor'wester. A total of 22,667 houses were fully damaged and 70,301 being partially damaged. The district of Bogra was the worst affected district, as the same communities were affected by flood and Nor'wester as well. The other three districts: Jamalpur, Rajshahi and Sirajganj were also severely affected.

On 20 November 2015, a preliminary final report was released to inform the extension of final reporting for two months. The reporting extension was to accommodate the lessons learned workshop (LLW) findings which took place on 23 December 2015. This final report has incorporated the LLW findings.

Summary of response

Overview of Host National Society

On 22 August 2014 BDRCS deployed four members of the National Disaster Response Team (NDRT) to take part in the JNA initiated by the Humanitarian Coordination Task Team (HCTT). BDRCS, along with IFRC, led the assessment in three sub-districts; while taking part in the assessment with other agencies in 20 sub-districts. BDRCS initiated the first phase of the operation, mobilizing resources and allocating BDT 1,100,000 (CHF 14,102²) for 11 districts (Kurigram, Nilphamari, Rangpur, Sirajganj, Bogra, Gaibandha, Lalmonirhat, Jamalpur, Sherpur, Bhola and Sunamganj) from their own fund. This allowed for the distribution of dry and cooked food along with basic non-food items (NFIs), including fire boxes and candles to the affected people. In 5 days, BDRCS distributed food and relief items to 4,470 families through its district branches.

In consideration of the acute scarcity of safe drinking water among the affected people in the north-west region, BDRCS mobilized one Kit 5 water treatment plant to Kurigram district in order to provide safe drinking water to the affected people.

With food distributions ongoing and water treatment unit deployed, the overview of the situation indicated clearly that the situation goes beyond existing BDRCS resources. As such, BDRCS requested the IFRC to launch a DREF for CHF 280,160 followed by an emergency appeal was launched on September 15, 2014 to support ongoing and expanded operations.

¹ Dhaka, Rajshahi, Bogra, Naogaon, Natore, Pabna, Sirajganj, Chapainawabganj, Gaibandha, Sherpur, Manikganj, Narsingdi, Sunamganj, Comilla, Jessore, Jamalpur, Brahmanbaria, Kurigram, Khulna, Kushtia and Chittagong.

² This amount was wrongly indicated as CHF 116,000 in the EPoA released for the DREF.

At the same time, BDRCS formally activated its contingency plan for floods, which outlines roles and responsibilities as well as most-relevant service delivery sectors based on capacities and experience. With the support from DREF and Emergency Appeal, BDRCS directly reached to 24,675 families both in the relief and early recovery phase.

Key achievements during relief phase:

Phase	Items supported	No. of families reached	Name of districts covered
First	Dry/Cooked food (Chira, Muri, Gur, Rice, Pulse,ORS,)	4,470	Jamalpur, Sherpur, Bogra, Rangpur, Nilphamari, Lalmonirhat, Kurigram, Gaibandha, Bhola, Sirajganj and Sunamganj
Second	Food package for each family (Rice- 20Kg, Pulse- 3Kg, Oil-2lit, Salt-1Kg, Sugar-1Kg, Shuji-1Kg)	1,500	Kurigram, Jamalpur, Bogra and Sirajganj
	Treated safe drinking water distribution	4,505	Kurigram
	Medical Team	3,413	Kurigram, Jamalpur, Bogra and Sirajganj
Third	Cash Grant, NFI and Hygiene Parcel	5,000	Jamalpur, Sherpur, Bogra, Rangpur, Lalmonirhat, Kurigram, Gaibandha, Sirajganj, Tangail, Rajbari, Faridpur, Munshiganj, Shariatpur, Manikganj, Nilphamari, and Sirajganj,
	Treated safe drinking water distribution	3,100	Bogra, Sirajganj and Jamalpur

Key achievements during recovery phase:

Items supported	No. of families reached	Name of districts covered
Conditional cash grant for livelihood and Training	1,600	Bogra & Sirajganj
Cash for work	1,600	
Conditional Cash grant for Shelter	800	
Latrine Construction	400	
Tube-well repair	40	
Elevated tube platform construction	40	
New tube well installation	20	

Overview of Red Cross Red Crescent Movement in country

The existing coordination mechanism within IFRC involves a bi-monthly Movement Partners Coordination Meeting (MPCM). These cover the regular updates from the National Society's present, immediate issues and follow-up on plans of action. The first MPCM after the floods took place on 27 August 2014 when the flooding was ongoing, and the floods were naturally brought up on the agenda. On 4 September 2014, a specific flood coordination meeting was held with the partners where the relief activities of BDRCS and the intervention strategy of the Movement were discussed. The Operation Coordinator from the IFRC Asia Pacific Zone office was in touch with the country office and supported the team for necessary coordination. A Partner National Society (PNS) meeting was called by IFRC on 12 October 2014 to provide an update on the ongoing relief activities and to explore the funding situation of the Emergency Appeal. The MPCM held on 20 November 2014 covered the updates on the flood operation, the funding situation and the downsizing of recovery activities. The Steering Committee Meeting for the flood recovery activities took place on 29 January 2015, which was followed closely by a flood specific PNS update meeting on 7 February 2015. At the MPCM held on 28 February 2015, updates of the recovery activities were shared. Another PNS meeting coordinated by IFRC took place on 29 March 2015. The latest MPCM meetings took place on 30 April and 28 June 2015 where the issues relating to the Nor'wester were also brought into attention.

Overview of non-RCRC actors in country

The humanitarian community in Bangladesh has well-defined coordination mechanism on all levels. Key to this coordination is the sectorial Local Consultative Groups (LCG), which includes the Disaster and Emergency Relief (DER) co-chaired by the Ministry of Disaster Management and the UN Resident Coordinator. Within the LCG-DER is the HCTT working group which provides an operational level forum for coordinated disaster preparedness, response, and recovery across sectors and consists of all cluster leads, donors, INGOs, NGOs and the IFRC.

A key part of the coordination is the system with JNA that are initiated by the HCTT. This coordinated approach pooling resources from different organizations gives a common understanding of the needs and a common starting point for interventions. In this flood situation, as noted, a phase one JNA was done in nine districts in the north. BDRCS and IFRC played a key role in that JNA, often taking the lead in several districts and providing staff, volunteers and other support to the assessments in the field, and the phase one JNA was no exception.

The Food Security Cluster conducted a joint needs assessment titled 'Food Security, Nutrition, Early Recovery and Shelter Assessment in North-western Bangladesh – August 2014' in which IFRC contributed and participated as the co-lead of Shelter Cluster. Cash Working Group (IFRC as one of the members) had initiated a cash mapping exercise for the flood affected areas. In addition, IFRC regularly provided updates to the 4W matrix circulated by the Information Management Working Group.

A special humanitarian meeting - Development Partners' Humanitarian Information Exchange and Coordination Meeting - was held on 30 April 2015 following the Nepal earthquake. Also, a pre-HCTT meeting was held on 10 May 2015 to discuss the flood situation, earthquake and cyclone preparedness.

Shelter Cluster Coordination

The IFRC, in coordination with Shelter Cluster co-lead UNDP and ministry of Disaster Management and Relief, compiled shelter and NFI contingency stock data for the flood response. UNDP had requested IFRC to take over the coordination role during this disaster period. As such, IFRC hosted and chaired a Shelter Cluster Meeting that was held on 4 September 2014 to discuss with the cluster members the response strategy in relation to shelter and NFIs. IFRC also shared the 4W matrix along with providing gap analysis with the Shelter Cluster partners regularly to track and guide the flood response. A joint Early Recovery and Shelter Cluster meeting was held on the 5 March 2015 where the shelter activities of different organizations in the recovery phase of the flood were discussed.

Needs analysis and scenario planning

The needs analysis was largely based on the JNA conducted in August 2014, early recovery assessment conducted jointly by IFRC, BDRCS and British Red Cross, as well as on the findings of the Food Security, Nutrition, Early Recovery and Shelter Assessment conducted in December 2014 jointly by multiple clusters. Apart from these, the reassessment of the flood beneficiaries after the Nor'wester that hit in April 2015, is a very important indicator in understanding the recovery needs of the people. In general, it's worth noting that large parts of the affected areas have high levels of pre-existing vulnerabilities, including poverty, malnutrition and social deprivation.

Effects of Nor'wester on recovery efforts

BDRCS units at Bogra and Sirajganj districts conducted a reassessment of the flood beneficiaries from 16 to 20 April 2015 in order to find out to what extent the Nor'wester has affected the beneficiaries.

The assessment shows that the recovery efforts of 46 per cent of the flood beneficiaries have been seriously hampered by the Nor'wester. The results vary greatly in the two districts with Bogra having as high as 89 per cent of the beneficiaries being affected, while the percentage in Sirajganj was low with 3 per cent. Out of the 1,200 beneficiary households in Chandanbaisha Union under Sariakandi Upazilla in Bogra, 28 per cent have lost their houses while 61 per cent have had their houses partially damaged.

The assessment further shows that 58 per cent of the families have already started repairing their houses. Out of the 432 families who received cash grant for livelihoods at mid-March 2015, 306 families had to use it for repairing shelter as that was the most immediate need when the Nor'wester hit. The rest of the families had to resort to negative coping strategies in order to meet their shelter needs. These include taking loans, selling assets such as cattle and poultry, reducing meal intake, etc. The 40 families that have been affected in Sadar Upazilla in Sirajganj are all from Kawakhola Union.

Shelter and settlements and household items

Shelter, although not mentioned as the biggest priority in the early phase in the JNA report, emerged as a huge concern for most of the assessed unions during the assessment conducted in September and December 2014. According to the assessments in December, 33,893 houses were reported fully damaged and 236,409 houses were partially damaged in 20 districts.

The following table circulated by Shelter Cluster in early December 2014 is gap analysis in the context of flood and shows the total coverage by emergency shelter assistance provided by the Government and the humanitarian community compared to the needs:

Components	Emergency Shelter support (HH)				NFIs (HH)			
	Roof covering	Rope	Toolkits	Cash Grant	Utensils	Fire box / Candle	Cloth	Mosquito Net
Fully Affected HH ³	68,622	68,622	68,622	68,622	68,622	68,622	68,622	68,622
Govt. Response	6,358	0	0	6,358	0	0	0	0
INGO/UN/IFRC Response	14,603	13,300	0	0	22,220	6,975	13,245	8,300

³ According to DMIC report, 8 September, 2014

Total Response (HH)	20,961	13,300	0	6,358	22,220	6,975	13,245	8,300
Gap (HH)	47,661	55,322	68,622	62,264	46,402	61,647	55,377	60,322
Covered Percentage	31%	19%	0%	9%	32%	10%	19%	12%

The post distribution monitoring survey conducted in November 2014 shows that majority of the families spent their unconditional cash grant on food as expected, followed by shelter repair.

Shelter has again come up as critical need in the Early Recovery Assessment (jointly conducted by IFRC/ BDRCS/ BRC) as well. All the households surveyed had houses either fully damaged or partially damaged, with Bogra having the highest number of fully damaged houses (78%) followed by Sirajganj (50%). The average ratio of fully damaged to partially damaged houses was 40:60.

As mentioned above, the Nor'wester also caused significant damage to the houses of the flood beneficiaries, seriously hampering their efforts to recovery. About 89 per cent of the selected beneficiaries in Bogra have had their houses either fully or partially damaged due to the tropical storm. This calls for a revision in the operational strategy to address this shelter needs in order to ensure a smooth recovery process for all beneficiaries.

Water, sanitation and hygiene

Access to safe water has been one of the key concerns in the immediate aftermath of the flood. Out of the 215 affected unions assessed, 168 reported that water supply was affected and 195 that sanitation was affected. The JNA report flagged the "acute" and "serious" need of safe drinking water in the affected areas and recommended the provision of water purification tablets and safe drinking water as emergency interventions. The JNA also recommended temporary latrines, hygiene promotion and the distribution of hygiene kits for the emergency phase.

Beyond the immediate relief phase, household latrines require attention. The data from Early Recovery Assessment conducted by BDRCS/IFRC/BRC shows that around 70 per cent surveyed HH were in need of improvement for their damaged latrines.

To reduce the risk for contaminated water sources in future flood events, longer-term work in order to improve and elevate platforms for hand pumps was needed. Many communities were likely also in need of new or additional tube wells, with elevated platforms, which will improve their access to safe water.

Health and Care

In the JNA, health was considered to be an issue in just under half of the assessed Unions. Cases of diarrhoea, acute respiratory infections (ARI), skin diseases, eye infections, injuries and snake bites were reported from the National Health Crisis Management Centre Control Room. In addition, in the early phase of the flood, the flood waters had decreased access to existing Government health centres. Similar types of cases of diseases were also reported by the four medical teams deployed from BDRCS in four districts with emergency health care.

Health was not been highlighted as an issue in the FSC Early Recovery Assessment or any other reports after the receding of flood waters.

Food Security, Nutrition and Livelihoods

Food was reported as the highest priority need in the JNA due to displacement of people and loss of food stocks to the flood water. More than half of the unions reported food stocks being damaged by flood waters, leaving families fully dependent on relief support, with 27 Unions having severe short term food insecurity.

Long term food security had been heavily impacted due to the damage to agriculture crop and disrupted livelihoods. Ready to harvest paddy was ruined in the field, and many farmers lost their crops for the second time after replanting of crops. With crops ruined, the availability and price of food on the local market was changed and a reduced demand for wage labor was observed for several months.

According to the FSC Early Recovery Assessment, only 15 per cent households reported resumption of their primary and 14 per cent of their secondary livelihoods after 3 months of the disaster. Most of the affected households reported that the resumption of their livelihoods would take more than 3 months period. Inadequate employment opportunities (46%), loss of agricultural lands (26%) and insufficient financial resources (24%) were reported as major constraints for resumption of primary livelihoods of the affected families.

Most respondent reported inadequate financial resources for agricultural and livestock inputs that has meant they have not been able to restart production. Non-agricultural day laborers were struggling due to excessive pressure in the labor market. These constraints prolonged vulnerable families 'dependency on external support and lead to deepened debt.

Household debt was increasing in the flood affected area with HH surveys indicating high interest loans as the most common coping strategy across all surveyed districts. Loans were predominantly in the range of BDT 2,000 to 5,000 but almost a quarter of those surveyed have taken loans of up to BDT 10,000⁴.

The comparison of change in monthly income had also shown a great decrease after the flood. It is observed that in the five districts covered under the Early Recovery Assessment (IFRC/ BDRCS/ BRC), the percentage decrease in income was the highest in Bogra with a decrease of 60 per cent after the flood, followed by the second highest decrease of 27 per cent in Sirajganj.

Risk Analysis

From the beginning, several risks have been associated with the planned operation and some of them had taken shape during the project timeframe.

Political instability, which was considered to be medium to high risk, was one of the factors that had a direct impact on the project activities. The long blockade during January to March 2015 resulted in alternative working modality and restricted field movements. However, to keep project activities ongoing, BDRCS / IFRC used modern communication methods such as skype to conduct meetings and daily monitoring. Monitoring staffs were based in sub-district level for five months to avoid long travel from district town to the community and minimize the risk of blockade. Also, activities which did not require field movements such as tendering process were prioritized during this time.

The end destination of some of the items procured under this operation was initially planned to be the BDRCS warehouse in Dhaka. However, as some items were procured through the IFRC Asia Pacific Regional Office in Kuala Lumpur, the consignment came by sea and was received at the Chittagong port in the South. As movement by road was highly insecure and because of the imposed blockade, the items could not be transported to Dhaka and was arranged to be accommodated at the BDRCS warehouse in Chittagong.

During the winter season (December and January), BDRCS conducted a Winter Drive Programme to complement the efforts of the Government in responding to the people affected by cold wave. The programme required substantial time, effort and resources from the BDRCS response department. However, as it was anticipated, the effect of this on the flood operation was minimized.

Looking forward, the most immediate risks are related to the possibility of a cyclone at the end of May as few tropical depressions are supposed to be formed at the Bay of Bengal. April and May are the pre-monsoon cyclone season in Bangladesh and there was a risk of cyclone at the end of May 2015 as per the meteorological department report. That alert created pressure on the capacity of the existing staff and resources but as the cyclone did not happen in May, this operation was not affected. More flooding, as the monsoon season continues till August, was also a possibility and eventually took place during July and August 2015. This event was followed by landslide and a cyclone in August 2015 for which the BDRCS/IFRC had to launch another DREF and followed by an Emergency Appeal.

B. Operational strategy and plan

Overall Objective

The overall objective of this Emergency Appeal operation is to ensure that the immediate humanitarian needs of 24,275 families affected by floods in up to 16 districts of Bangladesh are met through the provision of emergency food and NFIs, shelter, WASH and health support. The recovery interventions were concentrated on two of the most affected districts instead of four districts with a focus on providing support in terms of shelter, livelihoods, WASH and DRR, with particular attention given to additional support to families affected by the Nor'wester. Preparedness for future disasters also forms an integral part of this Emergency Appeal operation.

Proposed strategy

The proposed strategy includes:

- Phased relief activities focused in 16 districts and related replenishment measures
- Provision of multi-sectoral recovery support to two districts
- Provision of additional recovery support to existing beneficiaries affected by the Nor'wester in one district.

This additional support for the beneficiaries affected by the Nor'wester in April 2015, in view of the needs, consists of the following for all affected beneficiaries having either fully or partially damaged houses:

- For Livelihood Beneficiaries: Unconditional cash grant of BDT 3,000 and tarpaulin as emergency shelter support
- For Shelter Beneficiaries: Unconditional cash grant of BDT 3,000

⁴Food Security, Nutrition, Early Recovery and Shelter Assessment in North-western Bangladesh – August 2014, Food Security Cluster.

Operational support services

Human resources (HR)

For the relief phase of the operation, BDRCS has utilized its existing staff and volunteers. Around 160 volunteers and 20 NDRT and National Disaster Water and Sanitation Response Team (NDWRT) members were mobilized for the operations. As BDRCS activated its contingency plan during the initial stage, staffs from other departments were pulled into the operation as per the need.

For the recovery phase BDRCS assigned existing staff for specific tasks related to the implementation. This HR set-up, based on full implementation, includes a project coordinator and two project monitoring officer, two finance officers (one in HQ, one in the field), a communications and reporting officer, two district project officers, and two technical officers for both WASH and shelter. However, no new hiring of staff was made for this operation. Many of the operation staff are temporarily deployed from BDRCS existing staff for short term basis. It was discussed during the lessons learned workshop that timely HR mobilization from BDRCS and IFRC needs to improve. The process of deployment sometimes took longer time and further delayed the response operation.

Provisions were also made in the budget for a number of IFRC national staff. These include a response manager based in Dhaka for coordination of the operation in terms of planning, developing EPOA and reporting, ensure accountability and transparency and facilitate BDRCS for the implementation and monitor the overall progress. Provisions were made for one generalist response/livelihood officer to oversee implementation, supported by existing sectorial experts in the delegation. In addition, two project monitoring officer has been recruited for the field.

For international staff, provisions were made for an IFRC operations manager for three months extendable, to support BDRCS and the operations team in finalizing the relief phase and revise the EPOA for the recovery phase. This budget line was removed in the revised EPOA as the recruitment did not materialize. The response manager supported these activities in consultation with the senior staff of the IFRC office. In addition, two regional disaster response team (RDRT) members were being mobilized for one month mission to work in particular with the BDRCS NDRT's in the field to ensure a smooth finalization of the relief phase.

Logistics and supply chain

The logistics in the operation involved both BDRCS and IFRC in-country office and with technical support from the IFRC Asia Pacific Regional Logistics Unit (AP RLU). Majority of all the procurement during the operation is being conducted locally while replenishment of some items (tarpaulins, shelter tool kits, jerry cans, etc.) distributed from preparedness stocks as well as the procurement of additional preparedness stock items (blankets) are procured through the RLU. All procurement follows standard IFRC procurement guidelines.

The tarpaulins and shelter kits included in this Emergency Appeal was initially sourced from existing in-country disaster preparedness stocks. All household items/non-food relief items as well as food items were procured locally for rapid distributions. A total of 12 NDRT's were deployed to the field briefed on key issues around procurement and work with the district procurement committees during the emergency phase. The two relief RDRTs also supported procurement activities and provided support to the NDRTs. BDRCS and IFRC procurement experts also visited the relevant districts to monitor and support ongoing procurement.

Items procured	Procurement done through
5,000 tarpaulins	AP RLU
1,000 shelter tool kits	
6,000 jerry cans	
10,000 blankets	
4,000 water buckets	Locally
25 buckets of water purification tablets	

BDRCS has utilized existing warehouse and transport capacities to support the operation. BDRCS has a central warehouse in Dhaka and warehouses in several of the affected districts. With local procurement, most transports were local, but some items are being transported from Dhaka warehouse to the affected districts. The replenishment and preparedness stocks, initially planned to be directed to Dhaka, are now being stored at the Chittagong warehouse.

Communications

The IFRC communications team worked closely with BDRCS to ensure the steady flow of information between operations in the field and major stakeholders including media, the Movement partners and donors to provide regular and consistent updates on the disaster situation, and emergency and recovery operation.

BDRCS and IFRC have utilized various communications channels from the beginning of the operation. IFRC released a Press Release announcing the launching of the Emergency Appeal. From the start of the operations, communication activities include the distribution of a media advisory guidance, communication on social media, talking points, contributions to a [regional story on the flood situation in South Asia](#) and a web story on Bangladesh floods on the same website.

BDRCS has been featured in the news several times during the flood operation. BDRCS units have been very active in inviting local and national media during distributions.

The operation continues to maintain visibility in the field through appropriate branding such as banners and BDRCS aprons to enhance awareness about the role of the National Society and IFRC in the operation.

Security

The security situation is closely linked with the deteriorated political scene of the country. The political situation in the country had been a constant challenge during the lifetime of the operation, posing direct security risks. Since the beginning of the operation, there have been 14 political strikes (locally known as 'hartals') up to the end of 2014. Commuting and going out in hartal is extremely risky as protestors often vandalize vehicles, throw petrol bombs and torch vehicles randomly. IFRC activated its security 'Yellow Phase' for strike situation, and staff took up alternative working modalities (work from home) for most of the days in first three months of 2015. During the blockade, inter-city movements were restricted, which makes it extremely difficult for operations to continue effectively. This political violence had been a major obstacle in starting the early recovery activities in due time. A security delegate was brought in to assess the situation and to suggest adjustments to the security protocols depending on the specific context. IFRC came back to normal working modality from the 30 March, first with different working hours and gradually to usual working hours.

There were plenty of discussions during the lessons learned workshop on security. There were high chances of threat during the local movement especially during the strike days. Apart from this there were chances of road accident as it is very prominent in Bangladesh; there was one case of accident of one field staff with minor injury. Participants agreed that in case of such occurrences (accident, violence, and loss), the uncertainty of getting compensation for treatment or recover the loss; demotivates them to continue their effort. It is recommended to introduce safety and security policy for both volunteers and staffs of BDRCS. The participants also recommended introducing insurance policy to check dropout.

Planning, monitoring, evaluation, & reporting (PMER)

BDRCS is responsible for the day-to-day monitoring of the operation - primarily at the branch/unit level, but supervised and supported closely by its national headquarters and the IFRC. BDRCS and IFRC monitoring teams, including the NDRT, conducted regular visit to the operation sites. The field monitoring officers (BDRCS) and project monitoring officers (IFRC) assigned from national headquarters to the disaster areas were responsible for monitoring and reporting against the detailed operational plan. Monitoring was consist of due tracking of planned activities.

BDRCS PMER section provided technical input for conducting baseline survey. Through simple monitoring templates designed for different activities, progress was measured against the planned results of the operation. The affected districts were regularly visited by joint IFRC and BDRCS monitoring teams on a needs basis.

Due to several operational and funding challenges, the real time evaluation (RTE) that was initially planned for the operation did not take place. However, this has been replaced by a mid-term evaluation which was conducted in April and the final report along with the management response was shared.

Beneficiary Communications

Beneficiary communications was considered to give special notice both in the relief and recovery phases. In the relief phase during the distributions, messages regarding behavioral changes were disseminated. These not only consisted of proper demonstrations on the relief materials but also key messages on hygiene and health promotion. Exit interviews were also conducted to find out what communications channels are preferred by the beneficiaries. However, there had been challenges as discussed in the lessons learned workshop regarding the beneficiary communication aspects in relief phase. It is discussed that the beneficiary communication was lacking in the relief phase and one of the reason was wider geographical coverage and it was logistically challenged to ensure beneficiary communication in all geographical units. Though the beneficiaries were well briefed during the relief distribution but confusion remains on the community people who were not supported.

A baseline survey was conducted prior to the start- up of recovery activities where questions related to beneficiary communications were also incorporated. In view of that the complaints response mechanism (CRM) that was set up for the recovery phase consisted of the following:

- a) Complaints/ Feedback Box
- b) Hotline

Beneficiaries were properly oriented on how to issue complaints and feedbacks through these two channels.

When the preliminary beneficiary list was compiled, it was hung on information boards in the communities. People were asked to launch complaints/feedback within a given time into the box as well as through the hotline number. Most of the feedback received through the box and few through the hotline. The district branch categorized the

complaints received and registered them. Most of these relates to eligibility issues, while some are specific complaints against a particular listed beneficiary saying that either they are solvent enough not to receive support or they are recipients of aid from other agencies. These issues were verified in the field by revisiting the houses and through consultation with community leaders. The process followed to verify the complaints received was explained to the beneficiaries prior to the cash distributions.

In the recovery phase, when the support was concentrated in smaller geographical area, the beneficiary communication was practiced and confusion was less compare to relief phase. However, the lessons learned workshop suggested the proper dissemination of information for other adjacent communities needs to improve to avoid unnecessary talk and possible confusion.

C. DETAILED OPERATIONAL PLAN

Quality Programming / Areas Common to all Sectors	
Outcome 1: Continuous assessment and analysis is used to inform the design and implementation of the operation and lessons learnt are drawn from the implementation	
Outputs	Activities planned
<i>1.1 Participation in JNA and continuous collection of information from local units</i>	<ul style="list-style-type: none"> • Orientation and deployment of NDRTs to selected areas for participating and contributing to the JNA • Data collection and analysis • Continued information collection from local units
<i>1.2 Conducting Household Economic Security (HES) Survey in the affected region</i>	<ul style="list-style-type: none"> • Identifying location for conducting HES • Orientation and deployment to field • Data collection and analysis • Report writing • Sharing with partners
<i>1.3 Lessons learnt are captured from the operation for adjustment to the operation and for incorporation into planning for coming seasons.</i>	<ul style="list-style-type: none"> • Conduct real-time evaluation • Conduct post-distribution satisfaction survey • Conduct final evaluation • Conduct lesson-learned workshop
Outcome 2: An environment of information sharing and transparency is ensured through employing beneficiary communication tools and mechanisms	
Outputs	Activities planned
<i>2.1 Access to relevant information</i>	<ul style="list-style-type: none"> • Identification on information needs and communication channels • Dissemination of key messages on behavioural change and aid assistance • Orientation of communities on CRM mechanism • Identify relevant theme for call in radio show • Establish listening group • Orientation of communities on the call in radio show • Orientation of communities on the SMS service (pending progress with TERA implementation) • Disseminating messages through SMS (pending progress with TERA implementation)
<i>2.2 Provision of communication tools for community mobilisation and information sharing</i>	<ul style="list-style-type: none"> • Establishing kiosks/information boards in strategic locations • Opening hotlines for complaints and feedback • Launching bi-weekly call in radio shows on behavioural change and aid assistance • Establishment of TERA (pending progress in negotiations with tele-operators)
<i>2.3 Provision of feedback mechanisms on aid assistance</i>	<ul style="list-style-type: none"> • Register complaints and feedback in the hotline/call in radio/ SMS • Coordinate response towards complaints and feedback • Conducting beneficiary satisfaction survey
Achievements	
<p>This operation gave a considerable concentration on the coordinated assessment, information sharing with internal and external stakeholders and also on communication and feedback mechanisms. Four NDRTs from BDRCS and one representative from IFRC took part in the phase 1 JNA initiated by HCTT immediately in the aftermath of the flood event. BDRCS, along with IFRC, led the assessment in three sub-districts; while taking part in the assessment with other agencies in 20 sub-districts. BDRCS has also provided orientation venues and other facilities at Kurigram and Lalmonirhat districts. IFRC was in the Core Analysis Team of the JNA.</p>	
<p>It was originally thought of to have a HES to guide the recovery activities. However, this activity was cancelled considering the fact that a HES was conducted in the same region in 2012, and has been replaced by an Early</p>	

Recovery Assessment jointly conducted by IFRC, BDRCS and BRC. This assessment was undertaken between 15 and 21 November 2014 to identify and better understand the post flood 2014 situation in five districts (Kurigram, Bogra, Jamalpur, Sirajganj and Tangail) in north western Bangladesh with an aim to obtain detailed information on the needs in each sector: livelihoods, WASH, shelter and DRR. The assessment involved 500 household interviews, 10 community group discussions and 10 key informant interviews. At the same time, a Post Distribution Monitoring survey was conducted through the participation of 500 households from the same districts, which covered 10 per cent of the 5,000 beneficiary households that received unconditional cash grants, emergency shelter, hygiene parcels and NFIs.

In December, the Food Security Cluster also undertook a flood recovery assessment in Bogra, Gaibandaha, Jamalpur, Kurigram and Sirajganj districts of North West Bangladesh in which four Red Cross Red Crescent staff was actively involved. The purpose of the assessment was to review the recovery situation and determine the remaining needs of vulnerable households affected by the August 2014 floods. It was conducted in 30 Unions across 10 Upazilas engaging 360 households, 60 focus group discussions and 10 key informant interviews. Using the JNA phase 1 sampling framework, the Unions were selected randomly from 10 affected Upazilas. A telephone survey of 52 Unions official was also conducted via the Union Parishad Helpline.

Due to several operational and funding challenges, the RTE that was initially planned for the operation did not take place. However, this has been replaced by a mid-term evaluation which was conducted in April 2015 and the evaluation report along with management response was shared.

At the relief phase, beneficiary communication tools were used to inform and engage with the beneficiaries in the whole process. Care was taken prior to each distribution so that the registered beneficiaries are aware of the kind of assistance to be received. During distribution, key messages were disseminated to the beneficiaries on how they can avoid water-related health issues which are prevalent when the flood water starts receding.

In the early recovery phase, a functioning CRM system was set up the details of which have been mentioned under beneficiary communications section. However, the TERA was cancelled as the negotiations with the telecommunications operators did not take place. On the other hand, though our community radio shows did not continue throughout, but work was done and broadcasted on winter season and were aired in Dec 14 and Jan 15 in Kurigram, Barguna and Rangpur.

The LLW was delayed due to secondary disaster in the same geographical area as well as new disaster in the country. Due to this delay a preliminary final report was issued through which a reporting time extension was made to accommodate the lessons learned workshop findings. A LLW was conducted during late December 2015 and the Operation Coordinator from Asia Pacific Regional office supported the workshop.

Challenges

The political situation in the country caused major delays in effective starting up of the recovery activities. Hence, the identification of proper beneficiary communication channels was also being delayed.

Lessons Learned

Apart from the LLW, there are lessons learned from the CRM sensitization workshop held in April 2015 in Dhaka. Recommendations were made on improving the CRM system, including identifying more appropriate and accessible locations for complaints boxes for the wider community, improving the orientation of communities on complaints handling procedures by BDRCS, developing and providing communities with standardized complaints feedback formats, and ensuring that response is provided to the complainant following receipt of the complaint. BDRCS aims to develop a CRM policy, procedures and manuals as a first step towards institutionalizing CRM within programmes. Some specific lessons learned as identified during the LLW are:

- The continuous assessment for any secondary disaster within the operational area was considered during this operation and necessary actions were taken. However, subsequent timely update of the EPOA was not taking place.
- Pledge conditions (timeline, sectors) management was not followed carefully which lead to a last moment implementation of activities in recovery phase.
- The use of RAMP survey in water source mapping is a good learning for this operation. This was only used for water mapping but can be replicate for beneficiary selection survey and post distribution monitoring survey.

Health and Care

Outcome 1: The immediate risks to the health of affected populations are reduced

Outputs

Activities planned

1.1 Provision of medical assistance

- Mobilizing mobile medical teams

<i>with 4 medical teams in 4 districts in the relief phase</i>	<ul style="list-style-type: none"> • Providing emergency health support to the affected population
	<ul style="list-style-type: none"> • Replenishing medicine and medical equipment following standard procurement procedures
<i>1.2 Distribution of ORS to 5,000 families in 16 districts</i>	<ul style="list-style-type: none"> • Distributing oral rehydration solution (ORS) to the identified families (targeted with NFI's)
Outcome 2: The medium term risks to the health of affected populations are reduced in the recovery phase	
Outputs	Activities planned
<i>2.1 Increase the resilience of the target communities in 4 districts through improved health awareness, knowledge and behaviour</i>	<ul style="list-style-type: none"> • Training community-based volunteers on health promotion in emergencies • Conduct health promotion campaigns
Outcome 3: The immediate term risks to the health of affected populations are reduced	
Outputs	Activities planned
<i>3.1 Increase the health knowledge and access to health services of communities in 16 districts through ECV</i>	<ul style="list-style-type: none"> • Mobilization of ECV trained volunteers • Health messaging and referral assistance.
Achievements	
<p>During the emergency phase, BDRCS, through the deployment of four medical teams consisting of a doctor and a paramedic and supported by epidemic control for volunteers (ECVs), provided emergency medical services in Kurigram, Bogra, Sirajganj and Jamalpur districts. During the 10-day deployments, the teams reached more than 3,400 people, of whom majority were presented with water-borne diseases. Although the government clinics and hospitals were operating during the floods, it was difficult for a large portion of the affected population to access these facilities due to the displacement and the flood waters. For this reason, the mobile medical teams were complimentary to the government's health facilities by assisting the affected people in the hard-to-reach areas. The distribution of ORS to 5,000 families did not happened as it was deemed unnecessary at the stage of distribution. However, the said amount has been procured in order to be used in future health emergencies.</p> <p>It was originally planned to hold health promotion campaigns in the recovery phase with the intention of supporting 1,000 families through 8 health promotion sessions in each of the 4 districts which was to be accompanied by health messages and referrals by volunteers trained on epidemic prevention and control in 16 districts. However, as health had not come up as a major issue in the recovery assessment, health activities for the recovery phase had been removed from the EPoA to meet more priority needs with the available funding. This would also avoid duplication as the health department of BDRCS is taking up similar programmes in the local units on training community-based volunteers on health promotion in emergencies.</p>	
Challenges	
<p>For any in-country medicine procurement, IFRC is required to invite the WHO and UNICEF listed manufacturers. It has proven to be quite time consuming creating a dialogue with the respective agencies to get a list of their suppliers, resulting in the delay of ORS procurement.</p>	
Lessons learned	
<p>Deployment of mobile medical team could be an effective means of response in the flood emergency. This can support remote affected families with minimum cost involvements compare to other sectors. The only improvement is required in the logistic preparedness for these medical teams and pre-disaster preparedness of the teams.</p>	

Water, sanitation and hygiene promotion	
Outcome 1: The risk of water and sanitation related diseases has been reduced through access to safe drinking water, appropriate sanitation to reduce the risk of water borne diseases and hygiene promotion.	
Outputs	Activities planned
<i>1.1 Daily access to safe water which meets Sphere standards in terms of quantity and quality is provided to target population</i>	<ul style="list-style-type: none"> • Refresher's training for NDRT members on water treatment kits • Mobilizing and operating water treatment kit in affected areas • Distribution of water buckets. • Distribution of water purification tablets to 3,000 families in 3 districts
Outcome 2: Sustainable reduction in risk of waterborne and water related diseases in targeted communities in 4 districts in the recovery phase	
Outputs	Activities planned
<i>2.1 Access to safe water is ensured to target population</i>	<ul style="list-style-type: none"> • Disinfection and repairing of tube-wells • Installation of new tube-wells.

	<ul style="list-style-type: none"> • Analysis of available hydrogeological data to inform the installation of new tube wells • Procurement and distributed of hand pump repair tool kits for operation and maintenance • Training for user groups on the use of hand pump repair toolkits
<i>2.2 Improve access to sanitation facilities to 500 families</i>	<ul style="list-style-type: none"> • Construction of household latrines with superstructure
<i>2.3 Improve sanitation practice hygiene knowledge and behaviour of 1,600 families</i>	<ul style="list-style-type: none"> • Orientations/training of volunteers in PHAST • Introduce PHAST • Hygiene parcel distribution to 1,600 families with PHAST
Achievements	
<p>To meet the acute water crisis in the aftermath of the flood, BDRCS mobilized and installed a Kit-5 water treatment plant in Kurigram with the help of NDWRTs which provided safe drinking water to 4,505 families. This was followed by running 6 smaller mobile water treatment kits in Bogra, Sirajganj and Jamalpur districts serving 3,000 families. The families receiving water were also provided with jerry cans and water buckets (1 each to every family). Hygiene parcels were distributed to 5,000 families in 16 districts, which were accompanied by hygiene awareness messages. Water purification tablets were not distributed to the target families, as they were receiving purified drinking water.</p> <p>The buckets and jerry cans were dispatched from the disaster preparedness stock. To replenish the items for future use, 6,000 jerry cans (10L) were procured through AP ZLU and 4,000 water buckets were procured locally which also stored at BDRCS's Dhaka warehouse.</p> <p>As the disinfection of tube-wells could not be conducted in the immediate aftermath due to flow of funding. The other WASH activities for the recovery period were revised and finally affected communities received as follows:</p> <ul style="list-style-type: none"> • 400 households were provided latrines which gave them access to proper sanitation facilities. • 40 hand-pumps were repaired. In addition to that, repair tool kits and training were also provided to the user group. • Construction of elevated platforms for 40 tube-wells to reduce the risk of water source contamination in future floods. • 20 new tube-wells were installed in communities to increase access to drinking water. • Participatory hygiene and sanitation transformation (PHAST) sessions were facilitated in target communities by trained volunteers. <p>To identify the existing water points to be repaired and site for a new installation, water point mapping was done through mobile-based data collection and analysis software-RAMP followed by an orientation and field testing. This was the first time BDRCS used RAMP for the survey. The technology was found very effective and interesting both for the data collector and beneficiary.</p> <p>In the RAMP survey result, it was found that, 36 per cent and 53 per cent HHs do not use soap and do not know about the critical time for hand washing. Also, 60 per cent HHs does not know how to use water purification tablet which is very important for them as these communities are exposed to monsoon flood almost every year. A 5-day PHAST training of trainers (ToT) was organized for 24 volunteers. Subsequently, 7-day PHAST sessions were exercised by these trained volunteers with 30 community representatives who are acting as non-formal change agent for their own community and disseminating hygiene promotion messages.</p>	
Challenges	
<p>Initially, the decision was to set up Kit-5 water treatment plants at each of the four districts mentioned. After the installation and running of the first Kit-5 at Kurigram, it became clear that more beneficiaries would be able to benefit from the safe drinking water distributions if mobile kits were used as they were smaller in size and could be transported to the islands in boats. As the families received purified water, distribution of water purification tablets was no longer required.</p> <p>Finding an appropriate location for the suppliers for the construction of ring slabs was also a challenge as it was difficult to find a location which had plenty of water supply, power supply and proper road accessibility, and at the same time convenient for the beneficiaries. However, after several joint field surveys by the suppliers and the district branches, the locations were identified and the sites were handed over.</p> <p>Because of the recent flood in July 2015 the installation of ring-slab and fixing of the superstructure were heavily affected, as it was not possible to excavate the latrine pits due to the stagnant floodwater.</p>	
Lessons learned	
<ul style="list-style-type: none"> • The WASH intervention in the relief phase was inadequate compare to need. The use of water kits, hygiene kits and the NDWRT could have been more. • Consideration of seasonal pattern for the water point installation was not considered initially. For this the 	

heavy rain and associated secondary flooding caused delay in the tube well and latrine construction activities.

Shelter and settlements	
Outcome 1: Immediate shelter and household needs of the affected population in 16 districts are addressed in the relief phase.	
Outputs	Activities planned
<i>1.1 Provision of emergency shelter assistance to 5,000 families in 16 districts</i>	<ul style="list-style-type: none"> • Identification of families to receive shelter assistance (tarpaulin and rope) • Transportation of tarpaulins from NHQ to distribution points • Volunteer mobilization for distribution • Distribution and awareness raising sessions on best practices and use of emergency shelter assistance
	<ul style="list-style-type: none"> • Replenishment of tarpaulins following standard procurement procedures and standards
Outcome 2: 1,250 targeted families in 4 districts have durable and sustainable shelter and settlement	
Outputs	Activities planned
<i>2.1 Provision of cash grants for household repair assistance to 1,000 families in 4 districts</i>	<ul style="list-style-type: none"> • Orient BDRCS volunteers for supporting shelter repair work • Beneficiary selection and finalization of partially-damaged shelter categorization • Provide cash grant in one instalment for shelter solution according to IFRC cash transfer programming (CTP) • standards in conjunction with participatory approach to safe shelter awareness (PASSA) • On-going monitoring and technical advice by BDRCS staff • Beneficiary satisfaction survey
<i>2.2 Provision of cash grants for reconstruction of houses to 250 families in 4 districts</i>	<ul style="list-style-type: none"> • Beneficiary selection • Orient BDRCS volunteers for supporting shelter rebuilding work • Beneficiary consultations on design • Provide cash grant for shelter solution according to IFRC CTP standards in conjunction with PASSA • On-going monitoring and technical advice by BDRCS staff • Beneficiary satisfaction survey
<i>2.3 Training/awareness raising sessions provided to 1,250 target families in 4 districts on basic safe shelter and settlement</i>	<ul style="list-style-type: none"> • Provide shelter improvement training (PASSA incorporating DRR elements) and guidance with appropriate IEC materials
Achievements	
<p>In the initial stages, BDRCS targeted 2,400 families with a limited NFI package, including emergency shelter, and a hygiene parcel. With scale up through Emergency Appeal a total of 5,000 families (100 per cent of the total target families) over 16 flood-affected districts were assisted in the relief phase with emergency shelter support with tarpaulin and rope, along with essential household items. The NFIs were locally procured at the BDRCS branch level which allows for swift distribution. Before each distribution event a session was organized for beneficiaries on best practices of fixing tarpaulin with rope. In this regard, an Information, Education and Communication (IEC) material was also developed for awareness raising and dissemination. The tarpaulins were dispatched from the current disaster preparedness stock. The replenishment of tarpaulin was completed with the support from procurement department and transported to warehouse at NHQ level.</p> <p>As mentioned in the disaster context the targeted communities were affected by Nor-wester and many of them were in need of support for roofing. An additional tarpaulin has been provided to the beneficiaries in both Bogra and Sirajganj who had been affected by the Nor'wester.</p> <p>In addition, 1,000 shelter tool kits have also been procured through AP ZLU and were stored at the Chittagong warehouse. These toolkits were then utilized for shelter assistance in the recovery phase.</p> <p>Due to inadequate funding, the initial plan of repairing of 1,000 houses and reconstruction of 250 houses in 4 districts through cash support had been adjusted to cover 800 families in 2 districts for shelter repair. Finally each of 800 selected beneficiaries received CHF 210 (BDT 18,000) cash and a shelter toolkit which cost another CHF 30. Trained volunteers conducted assessment on house repairing needs and prioritized the area of improvement along with each beneficiary. According to the assessment findings each beneficiary come up with proposal how best they could use the cash and shelter tool kits for their house repairing. After two phases of monitoring, it was found that all the beneficiaries utilized the shelter repairing support properly in house repairing. There are around 60 per cent of beneficiaries who also contributed in terms of labour, construction materials and cash to expand their houses.</p>	

Challenges
As the recovery phase for shelter assistance did not commence in December 2014 as expected and the political situation did not allow for the cash to be distributed before March, the timeframe for the activities was limited considering that construction activities need to complete before the rainy season (start from May). As a result, there was not sufficient time to implement PASSA tools in the communities.
Lessons learned
<ul style="list-style-type: none"> For recovery phase we need to consider the construction season in the time frame and a budget need to be considered for purchasing safe land for landless affected HH. Though the emergency shelter need was prominent from the JNA but the shelter response from the other agencies was less. The support from IFRC for emergency shelter was appreciated locally as well as by the Shelter Cluster members. More advocacies are needed for emergency shelter response. The cash based shelter support in the recovery phase gave ownership to the beneficiaries. And the operation ensured the utilization of the cash for the shelter purpose. Shelter tool kits were useful but the knife/machete was risky for the community people in Bogra. And even after distribution the knives/ machete were collected again from the beneficiaries and destroyed. The shelter toolkits need to contextualize based on the local culture and context.

Food security, nutrition and livelihoods	
Outcome 1: Immediate food needs of the affected population in up to 16 districts are met	
Outputs	Activities planned
<i>1.1 Distribution of dry food items to 4,470 families in 11 districts</i>	<ul style="list-style-type: none"> Orientation and deployment of NDRT members Orientation and mobilization of volunteers at district level Procurement of dry food Distribution of dry food
<i>1.2 Distribution of appropriate food package to 1,500 families in 4 districts</i>	<ul style="list-style-type: none"> Identification of unions in the 4 districts Beneficiary selection Local procurement of food items Distribution of food items
<i>1.3 Provision of cash grants to 5,000 families in 16 districts to purchase food</i>	<ul style="list-style-type: none"> Identification of unions in the 16 districts with functioning markets Beneficiary selection Distribution of cash grants
Outcome 2: Livelihoods are protected and negative coping strategies and food insecurity reduced among affected populations in 4 districts	
Outputs	Activities planned
<i>2.1 Provision of cash grant to 1,000 families in 4 districts for restoring livelihoods</i>	<ul style="list-style-type: none"> Setting up and publicizing beneficiary communication mechanism (complaint/suggestion box, dissemination of beneficiary list in public places, etc.) Beneficiary selection and finalization Dissemination of beneficiary list in communities Setting up CTP procedures Distribution of cash grant through IFRC/BDRCS standard procedures (beneficiary CGID-Cash Grant ID form, individual bank account of beneficiary, bank transfer, etc.) Conduct post distribution survey of livelihoods grants
<i>2.2 An additional 1,000 affected families in the 4 districts have earning opportunities through DRR related cash for work opportunities during the lean period</i>	<ul style="list-style-type: none"> Identification of CFW activities (restoring road access to flood shelter/schools, repair/improvement of embankments, etc.) in consultation with the local government Beneficiary selection and finalization Dissemination of beneficiary list in communities Running of CFW scheme for 20 days Regular monitoring and reporting through BDRCS CTP trained staff and volunteers including NDRT Disbursement of cash through IFRC/BDRCS standard procedure Conduct satisfaction survey for CFW scheme
Achievements	
As food was the most immediate and the top priority need in the flood affected areas at the very early stage, BDRCS provided emergency dry food package to 4,470 displaced families in 11 districts, followed by emergency food	

packages through quick local procurement to 1,500 families in 4 districts which were affected by the collapse on an embankment.

The post distribution monitoring survey conducted in November 2014 shows how the families used this unconditional cash grant. A clear majority of families spent their grant on food, followed by house repairs and livestock and poultry.

In order to restore and strengthen the livelihoods of the affected communities, the activities for the recovery phase were reorganized and the targeting strategy was defined. In the initial plans it was not defined whether the different cash based support package will go to same or different families. The types of activities are as follows:

- Providing assistance through conditional cash grant of BDT 3,000 (CHF 35) to 1,600 families in two districts (as opposed to the initial plan of 1,000 families over 4 districts with BDT 6,000)
- The same 1600 families were supported through cash-for-work (CFW) schemes (20 work days, providing BDT 4,000 to each family) in 2 districts.
- Cash for training (CFT) to the same 1,600 families. Each family received BDT 1,000 (CHF 13) after attending training sessions related to DRR.

The cash grant was done after completing the Cash Grant ID (CGID) forms. This is accompanied by an income generating activity (IGA) form which records what the beneficiary intends to use the cash grant on. This also enlists the name of the family member who will be participating in the CFW scheme. The money was given in the form of bank cheques which the beneficiaries withdrew from the nearby government bank. The monitoring of the livelihood cash utilization was carried out by the staff deployed in the field along with the Red Cross volunteers.

In addition, 1,103 families whose recovery efforts have been disrupted due to the Nor'wester were given a top-up cash grant of BDT 3,000 each. This helped them to prevent the asset erosion and continue the recovery efforts that they started after the flood.

Challenges

For some of the district branches cash grant distribution during the relief phase was a challenge as that was the first time they did it. Sensitization of the CTP procedures and dissemination of the standard operating procedures (SOP) is needed for those branches.

Implementation of cash for work was a challenge as there were different opinions of the community people to select the schemes. After the community consultation, the beneficiaries together with the local governance representative arrived at a suitable solution.

Lessons learned

Since target community members are receiving cash for working in restoring road access to flood shelter/schools, repair/improvement of embankments etc., the expected result/output would be along the lines 'community facilities and infrastructure crucial for DRR rehabilitated.' Also the CFT is meant against participating in training sessions to learn about DRR related issues. Hence, the CFT, CFW would better place under DRR, as risk reduction component, instead of 'Food security, nutrition and livelihoods'. There are two points from the LLW:

- The livelihood cash grant was appropriate as the market was functioning at that time. However, there should be more coordination to determine the packages and amount of cash.
- Coordination with local government structure was good in terms of promoting the local livelihood practices. More training on the livelihood income generating aspects can help the beneficiaries to utilize the money efficiently.

National Society Capacity Building

Outcome 1: National Society Capacity Building initiatives are benefited in the targeted districts

Outputs

1.1 Service delivery capacity for targeted BDRCS district units' is improved

Activities planned

- Implementation of RMS in the operational districts
- Renovation and maintenance support for the warehouse in Dhaka (one of the flood affected districts and also where the NHQ is located)
- Piloting RAMP in the early recovery phase
- Supporting the PMER cell development in the six districts where the early recovery activities will be carried out
- Organizing a new batch of NDRT training targeting staff and volunteers from flood affected districts
- Providing personal gears to NDRT members

Achievements

BDRCS completed the Organizational Capacity Assessment and Certification (OCAC) exercise on March 2014. The OCAC process has identified the National Society strengths as well as the capacity deficits. The OCAC assessments provided scope to coordinate and monitor tailor-made support to NS's context. Taken the OCAC into account, this operation planned to contribute to the overall capacity building of the National Society, with a main focus on response related initiatives. However, due to funding constraints, many of the activities relating to national society capacity building cannot be accomplished under this operation. But, the activities are ongoing through the Annual Appeal /DOP and the OD team is managing these together with the NS own initiatives. Apart from these activities, training on running mobile water treatment plants in nine districts have been added and covered from this operation.

Challenges

Specific funding for this outcome was not ensured.

Lessons learned

It is difficult to ensure National Society capacity building fund from the Emergency Appeal if the appeal size is small and time frame is less. It would be good to make some provision during donor communication to earmark some funding for National Society capacity building, especially for the branch development which is affected by the disasters.

Disaster preparedness and risk reduction

Outcome 1: Disaster preparedness measures are taken at the community level in 4 affected districts

Outputs	Activities planned
1.1 Training provided to family members of 1,000 families on DRR issues	<ul style="list-style-type: none"> Beneficiary selection Conducting training sessions at different locations in 4 districts Distribution of IEC materials

Outcome 2: BDRCS preparedness to respond to future disasters is enhanced through the procurement of preparedness stocks

Outputs	Activities planned
2.1 Prepositioning 5,000 blankets in the Disaster Preparedness Stock for cold wave in the upcoming winter season	<ul style="list-style-type: none"> Procurement of 5,000 blankets Procurement of water purification tables for 25 Aquasure units (Mobile Water Treatment Kit)

Achievements

This operation had several DRR interventions mainstreamed into different sectors, including the use of PHAST in the implementation of recovery activities. The cash for work scheme directly aims at local risk reduction activities, including clearing of roads, linking roads to flood shelters and repairing or improving river embankments. The provision of raising platform of the hand pumps in the two most affected districts is planned to reduce the risk of further contamination in the future flooding.

A Training of Trainers was held in April 2015 on Disaster preparedness and risk reduction. The training enables the trainers to conduct modules on WASH, DRR, Child care & Nutrition and Homestead production in groups in the selected communities in the two districts. The trained volunteers provided training to around 1,600 families in two districts. The immediate outcome was to incorporate the income generating ideas for their livelihood cash grant.

With the generous contribution from the German Ministry of Foreign Affairs, a total of 10,000 blankets were prepositioned at Chittagong warehouse, the procurement being done at the AP Regional level. Another 6,000 blanket procurement was done through AP Regional Office and was completed in the first week of August 2015. These blankets were stored in the BDRCS central warehouse in Dhaka. The local procurement of water-purification tablets to be pre-positioned for 25 mobile water treatment plants in view of the upcoming cyclone season is also completed.

Challenges

Due to the ongoing political situation in the country and the resulting movement restrictions, the customs clearance of the blankets at Chittagong port and their transportation to BDRCS NHQ took more time than expected.

Lessons learned

- In the awareness training on disaster preparedness and risk reduction, the issue of climate change is also disseminated but it is not articulated into the EPOA. More attention needs to be given for the inclusion of climate change issues both in the implementation strategies as well as in designing the EPOA.
- The earth condition of the community where recovery phase was implemented was not suitable for Cash for Work activities as most of the areas are river islands (*char land*). That hampers the sustainability of the Cash for work schemes.

- A review of DRR inclusion in BDRCS's emergency operations in the last five years can contribute to greater understanding of the subject and for better integrated programming.

Contact information

For further information specifically related to this operation please contact:

- **Bangladesh Red Crescent Society:**
 - BMM Mozharul Huq, Secretary General; phone: +88 02 935 2226; email: secretarygeneral@bdracs.org
- **IFRC Bangladesh Country Office:**
 - Moa Chenon, Acting Head of Country Office; mobile: +88 017 1152 1615; email: moa.chenon@ifrc.org
- **IFRC Asia Pacific Zone:**
 - Martin Faller, Head of Operations, email: martin.faller@ifrc.org
 - Nicolas Verdy, Operations Coordinator; email: nicolas.verdy@ifrc.org
 - Riku Assamaki, Regional Logistics Coordinator; email : riku.assamaki@ifrc.org
 - Peter Ophoff, Head of Planning, Monitoring, Evaluation and Reporting; email: peter.ophoff@ifrc.org



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How we work

All IFRC assistance seeks to adhere to the Code of Conduct for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations (NGO's) in Disaster Relief and the Humanitarian Charter and Minimum Standards in Disaster Response (Sphere) in delivering assistance to the most vulnerable.

The IFRC's vision is to inspire, encourage, facilitate and promote at all times all forms of humanitarian activities by National Societies, with a view to preventing and alleviating human suffering, and thereby contributing to the maintenance and promotion of human dignity and peace in the world.

www.ifrc.org
Saving lives, changing minds.



The IFRC's work is guided by Strategy 2020 which puts forward three strategic aims:

1. Save lives, protect livelihoods, and strengthen recovery from disaster and crises.
2. Enable healthy and safe living.
3. Promote social inclusion and a culture of non-violence and peace.

Disaster Response Financial Report

MDRBD014 - Bangladesh - Floods

Timeframe: 05 Sep 14 to 06 Aug 15

Appeal Launch Date: 15 Sep 14

Final Report

Selected Parameters

Reporting Timeframe	2014/9-2015/12	Programme	MDRBD014
Budget Timeframe	2014/9-2015/8	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

I. Funding

	Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability	TOTAL	Deferred Income
A. Budget		2,206,628				2,206,628	
B. Opening Balance							
Income							
Cash contributions							
<i>American Red Cross</i>		236,794				236,794	
<i>British Red Cross</i>		151,858				151,858	
<i>Canadian Red Cross</i>		14,963				14,963	
<i>Canadian Red Cross (from Canadian Government*)</i>		71,247				71,247	
<i>China Red Cross, Hong Kong branch</i>		59,963				59,963	
<i>German Red Cross</i>		34,587				34,587	
<i>German Red Cross (from German Government*)</i>		168,867				168,867	
<i>Japanese Red Cross Society</i>		72,800				72,800	
<i>Other</i>		2,525				2,525	
<i>Red Cross of Monaco</i>		10,068				10,068	
<i>Swedish Red Cross</i>		358,181				358,181	
C1. Cash contributions		1,181,853				1,181,853	
Other Income							
<i>DREF Allocations</i>		280,160				280,160	
C4. Other Income		280,160				280,160	
C. Total Income = SUM(C1..C4)		1,462,013				1,462,013	
D. Total Funding = B + C		1,462,013				1,462,013	

* Funding source data based on information provided by the donor

II. Movement of Funds

	Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability	TOTAL	Deferred Income
B. Opening Balance							
C. Income		1,462,013				1,462,013	
E. Expenditure		-1,438,255				-1,438,255	
F. Closing Balance = (B + C + E)		23,758				23,758	

Disaster Response Financial Report

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Budget Timeframe	2014/9-2015/8	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

III. Expenditure

Account Groups	Budget	Expenditure					TOTAL	Variance
		Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability		
A						B	A - B	
BUDGET (C)			2,206,628			2,206,628		
Relief items, Construction, Supplies								
Shelter - Relief	113,875		158,702			158,702	-44,827	
Shelter - Transitional	468,750						468,750	
Clothing & Textiles	35,000		80,234			80,234	-45,234	
Food	41,875		3,751			3,751	38,124	
Water, Sanitation & Hygiene	132,963		60,886			60,886	72,077	
Medical & First Aid	11,500		7,640			7,640	3,860	
Utensils & Tools	32,750		15,489			15,489	17,261	
Other Supplies & Services	625						625	
Cash Disbursement	650,000		648,538			648,538	1,462	
Total Relief items, Construction, Sup	1,487,338		975,239			975,239	512,098	
Logistics, Transport & Storage								
Storage	13,250		3,853			3,853	9,397	
Distribution & Monitoring	7,500		87,725			87,725	-80,225	
Transport & Vehicles Costs	14,375		15,308			15,308	-933	
Logistics Services			22,022			22,022	-22,022	
Total Logistics, Transport & Storage	35,125		128,908			128,908	-93,783	
Personnel								
International Staff	36,000		23,741			23,741	12,259	
National Staff	65,975		80,759			80,759	-14,784	
National Society Staff	99,400		42,379			42,379	57,021	
Volunteers	64,150						64,150	
Total Personnel	265,525		146,879			146,879	118,646	
Consultants & Professional Fees								
Consultants	31,250		14,161			14,161	17,089	
Professional Fees	14,000						14,000	
Total Consultants & Professional Fees	45,250		14,161			14,161	31,089	
Workshops & Training								
Workshops & Training	90,400		7,248			7,248	83,152	
Total Workshops & Training	90,400		7,248			7,248	83,152	
General Expenditure								
Travel	31,000		12,270			12,270	18,730	
Information & Public Relations	41,250		3,893			3,893	37,357	
Office Costs	25,250		2,201			2,201	23,049	
Communications	8,500		738			738	7,762	
Financial Charges	5,000		14,978			14,978	-9,978	
Other General Expenses	2,400		2,429			2,429	-29	
Shared Office and Services Costs	34,914		29,648			29,648	5,267	
Total General Expenditure	148,314		66,156			66,156	82,158	
Indirect Costs								
Programme & Services Support Recover	134,677		87,008			87,008	47,668	
Total Indirect Costs	134,677		87,008			87,008	47,668	
Pledge Specific Costs								
Pledge Earmarking Fee			9,456			9,456	-9,456	
Pledge Reporting Fees			3,200			3,200	-3,200	
Total Pledge Specific Costs			12,656			12,656	-12,656	
TOTAL EXPENDITURE (D)	2,206,628		1,438,255			1,438,255	768,373	

Disaster Response Financial Report

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Budget Timeframe	2014/9-2015/8	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

III. Expenditure

Account Groups	Budget	Expenditure					TOTAL	Variance
		Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability		
	A					B	A - B	
BUDGET (C)			2,206,628			2,206,628		
VARIANCE (C - D)			768,373			768,373		